



Naval Hospital Beaufort Newsflash

Volume 1 Issue 3

A Healthcare Operations
Publication

December 2012



Book your
appointments online



Prescription Refill



Secure Messaging with
Provider (via Relay
Health)



Access to your personal
health data

Appointment Line
843-228-5175/5198

TRICARE Questions?
Call Customer Service
1-800-444-5445

**Still don't know what
to do or who to
contact?**
Call Richard Tyson
843-228-5640



Holiday time is here!

Many of us like to take time out of our busy schedules to visit family and friends during this time of year. Beneficiaries who are traveling should know they have the same benefits when traveling as they do when they are home.

If beneficiaries need **emergency care** while away from home, they should seek treatment immediately by calling **911** or going to the nearest hospital emergency room. If you need follow-up care after visiting the ER contact your PCM or the TRICARE Customer Service at 1-800-444-5445. All TRICARE Prime Beneficiaries should strive to seek care at a MTF if appropriate or available.

For **urgent care** while traveling, you **must have** a referral. To obtain a referral, contact your PCM via the appointment line during business hours or TRICARE Customer Service 24/7 at 1-800-444-5445. Failure to obtain a referral may cause care to be covered under the point-of-service (POS) option, which could mean up to a \$600 deductible and 50% of the remaining cost!

Beneficiaries who take **prescription medications** should order refills before traveling. If you need to get a prescription filled while traveling, remember to use a network pharmacy such as Wal-mart or CVS. To find a network pharmacy go to www.express-scripts.com/TRICARE/pharmacy.

If you plan to travel, make sure you have taken care of the following before you leave:

- Update your information in **DEER's** by visiting your local DEER's office on Parris Island or MCAS or calling 1-800-538-9552
- Visit your **PCM** for any routine medical care before you travel
- Get all prescriptions **filled or refilled**
- Pack a list of important **contact information** (including your sponsor's command and each family member's primary care manager)